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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/543,049	04/05/2000	Brenda Pomerance	BRENDA 5	7218

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EXAMINER

HAYES, JOHN W

ART UNIT	PAPER NUMBER
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3621

DATE MAILED: 06/20/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

Art Unit: 3621

MISCELLANEOUS OFFICE LETTER

1. This correspondence has been generated in order to provide a copy of a previously cited reference to the applicant. The reference to Joel B. Eisen, "Are We Ready for Mediation in Cyberspace?" cited in the previous office action was not mailed to the applicant and is, therefore, being provided along with this communication.

2. It is noted that this error was brought to the attention of the office after the expiration of the period for reply and, thus, the period for reply will not be restarted and any appropriate extension fee will be required to render a reply timely. Therefore, the time period for reply remains as set forth in the previous office action

3. Any inquiry concerning this communication or earlier communications from the examiner should be directed to John Hayes whose telephone number is (703)306-5447. The examiner can normally be reached Monday through Friday from 5:30 to 3:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jim Trammell, can be reached on (703) 305-9768.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 308-1113.

Any response to this action should be mailed to:

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(703) 746-5531 [Informal/Draft communications, labeled
"PROPOSED" or "DRAFT"]

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Hand delivered responses should be brought to Crystal Park 5, 2451 Crystal Drive, Arlington,
VA, 7th floor receptionist.


John W. Hayes
Primary Examiner
Art Unit 3621

June 17, 2003